

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN COUNTY BOARD MEETING** **February 24, 2011**

**PRESENT:** Keith Pamperin, Libbie Miller, Donajane Brasch, Steve Daniels, Grace Aanonsen, Pat Finder-Stone, Bill Clancy, Tom Diedrick

**EXCUSED:** Judy Parrish, Pat Cochran

**ALSO PRESENT:** Sunny Archambault, Arlene Westphal, Debra Bowers, Devon Christianson, Sandy Groeschel, Barb Michaels, Pat Hickey, Diana Brown, Karen Krause

**PLEDGE OF ALLEGIANCE.**

Vice-Chairperson Pamperin called the meeting to order at 8:30 a.m.

**INTRODUCTIONS:** Introductions were made by Board Members and those present.

**ADOPTION OF AGENDA:** Mr. Pamperin requested to add as agenda item 9-A Resolution of Appreciation to ADRC Administrators and Staff for an outstanding Quality Review.

A motion was made by Ms. Miller and seconded by Ms. Finder-Stone to adopt the February 24, 2011 agenda with addition of agenda item 9-A.. **MOTION CARRIED.**

**APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF JANUARY 27, 2011:**

Ms. Miller moved and Ms. Aanonsen seconded to approve the minutes of the regular meeting of January 27, 2011.

**COMMENTS FROM THE PUBLIC:** No comments.

**FINANCIAL REPORT:**

- A. APPROVAL OF THE JANUARY 2011 FINANCE REPORT:** Ms. Archambault reported that the budget is doing well. She noted that a new format has been implemented. In an attempt to make the financial report easier to read, the operating expenses are now in larger print on the first page with the contracts in larger print on the second page of the report.

Mr. Pamperin moved and Ms. Brasch seconded to approve the January 2010 Finance Report. **MOTION CARRIED.**

- B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS:** There were no restricted donations received in January.

**REVIEW AND APPROVAL OF MEDICATION MANAGEMENT GRANT PROPOSAL:** Ms. Michaels, R.N. and Project Coordinator for the Falls Prevention Programs, introduced herself and distributed a brochure entitled *'Falling into Medication Safety'* a program designed to help keep you safe at home. She proceeded with a power point presentation covering a Medication Management Planning Update & Implementation Grant Proposal.

Ms. Michaels began by explaining that in July of 2010 the Greater Green Bay Community Foundation awarded the ADRC a \$12,000 grant to support planning of a medication management program serving older adults on low/fixed incomes. An 8 person Medication Management Planning Committee was established by partnering with representatives from Aurora Health Care, the Brown County Health Department, NWTIC, Streu's Pharmacy and the UW School of Pharmacy. After the committee incorporated learning's from other falls prevention/medication management research done by other groups it became apparent that there were 4 major area in the forefront: the profile of falls risk clients (age, fear of falling or fallen within 23 months, 4+ Rx medications), the pharmacist's and prescribing provider's relationship and effective correspondence, to include the client with cognitive impairment if

the caregiver was present, and to simplify the information collected from an individual. Taking these things into consideration, program steps, measures and outcomes were developed. Consumer materials such as brochures, referral script, letters and consent forms were completed in the summer of 2010. In August of 2010 the ADRC received a \$3,600 GWAAR Award which covered the cost of software licensing for 12 months allowing students to electronically enter data.

In September 2010 the NWTC Nursing Faculty became involved and representation from the Green Bay Fire Department, Alzheimer's Association, UWGB, and Bellin College were added to the SAIL Coalition Advisory Committee. Between November 2010 and February 2011 a trial of the process took place with 10 clients. The grant continues through June and will focus on home delivered meal and low income and low income seniors. Clinicals with additional clients will be completed in March thru May along with an evaluation of the software and identifying a local MD Consultant. Ms. Michaels reviewed the preliminary program budget noting the cost would be \$100,000 for each of the first two years and then dropping in half for the third years bringing the total requested to \$242,232 for sustainability.

Ms. Michaels requested board approval to submit the application for the Medication Management Grant Proposal to the Greater Green Bay Community Foundation.

Ms. Finner-Stone moved and Mr. Pamperin seconded to approve submitting the application for the Medication Management Grant Proposal. **MOTION CARRIED.**

**NUTRITION PROGRAM REPORT AND:** Ms. Groeschel, Nutrition-Volunteer Coordinator, began her report by identifying the 3 basic components of the Nutrition Program: Homebound Meals (those 60 or older who are not able to drive or prepare meals on their own), Congregate Dining, and Nutrition Counseling. We presently serve 450 home bound meals a day with both the Homebound Meal and Congregate Dining Programs operating on a donation basis.

The Homebound Meal (HBM) Program is not only a meal but it is also daily contact with the driver as well as a safety check of the client. This program consists of 8 part-time employees, one 8 hour a month contracted dietician, and 1 full-time role to oversee daily operations. This program is funded through the Older American's Act and we follow established policies and procedures developed by the State to ensure compliance. We currently have approximately 250 active meal delivery volunteers within the HBM Program utilizing 30 drivers a day to deliver meals. Drivers are offered 50.5 cents per mile for delivery routes. In 2011 the free volunteer meal offered to our drivers was eliminated as a cost savings measure which cut \$15-\$20,000 out of our Nutrition Budget. Assessing and reassessing homebound meal clients for the program is crucial in order to make sure that the most needy receive the homebound service.

Ms. Groeschel reviewed the program handout which indicated an increase in the number of homebound meals and a decrease in congregate meals during the past year. The nutrition risk screen revealed that the majority of homebound clients eat alone, take 3 or more prescribed or over-the-counter medications, and are physically unable to prepare meals. Looking at the donations we find we are asking for \$3.50 per meal while capturing \$1.95 per meal.

Ms. Groeschel concluded her report by identifying the following Nutrition Goals for 2011:

- Pursuing an alternate facility for our large HBM distribution site.
- Working on the Nutrition RFP process for 2012-2013.
- Completing an on-site assessment of our Nutrition Program by GWAAR in spring.
- Surveying consumers who receive meals for their input on the HBM and Congregate Programs.

#### **A. REVIEW AND APPROVAL OF REQUEST FOR PROPOSALS FOR NUTRITION**

**PROGRAM:** Ms. Groeschel reviewed the timetable for the Request for Proposals (RFP) process noting that the notice will be published in the Green Bay Press Gazette on May 6, 2011 with a deadline for receiving proposals of 12:00 noon on Monday, June 20, 2011.

RFPs will also be mailed to The Marq Banquet & Catering, Renards Catering, Biebels Catering, and Konop Companies who have participated in this process in past years. Proposals will be opened by the Program Committee the morning of Thursday, June 23, 2011 and reviewed by the Board of Directors at the June 23<sup>rd</sup> Board Meeting.

Ms. Miller moved and Ms. Brasch seconded to approve the Request for Proposals for the Nutrition Program. **MOTION CARRIED.**

**B. REVIEW AND APPROVAL OF NUTRITION POLICY:** Ms. Archambault tabled this agenda item for further investigation.

**UPDATE ON POTENTIAL BUILDING PURCHASE:** Ms. Archambault reported that the Executive Committee requested further information before it would make its decision regarding the ADRC purchase of the building as a permanent site for the homebound meal program and for additional office space. The committee requested that staff look at any available county properties and that Corporation Counsel render an opinion on whether or not the ADRC needs county approval to proceed. This issue will be on the Executive Committee's agenda in March.

**ADRC UPDATE: QUALITY REVIEW & AOA OPTIONS COUNSELING STANDARDS**

**DEVELOPMENT:** Ms. Christianson tabled the update on the AOA Options Counseling Standards Development until the March Meeting.

Ms. Christianson began by explaining that the Wisconsin Office of Resource Center Development (ORCD) received a grant from the Administration on Aging (AOA) to conduct customer satisfaction surveys with the goal to refine and improve measures of quality customer service, to evaluate the strengths and weaknesses of individual ADRCs and groups of ADRCs and to identify methods of service delivery and other characteristics that most strongly related to customer satisfaction and positive outcomes. ORCD engaged the services of Analytic Insights out of Maine to conduct the Quality Review in 2008 and in 2010.

Ms. Christianson referred board members to the handout included in the board packet which is a condensed version of the original review which reads: *The ADRC of Brown County is rated consistently above average in every domain. Sharing the processes and knowledge that produces these customer outcomes with other ADRCs will help to raise the level of customer satisfaction across the state. In particular, the ability to adapt services to fit a customer's needs, help with the paperwork and the high rate of follow-up are drivers of the high levels of customer satisfaction.* She went on to review some of the highlights of the Customer Satisfaction Quality Review which states that the ADRC of Brown County is among the highest performing ADRCs and has been listed as the Benchmark Service or Best Practice in the area of assessment and guidance for consumers and families in Wisconsin. Opportunities for improvement were parking issues, which was also identified in 2008, and utility of referrals giving the ADRC the opportunity to explore how consumers become connected to and utilize the referrals made by the ADRC.

**A. RESOLUTION OF APPRECIATION TO THE ADRC ADMINISTRATORS AND STAFF FOR AN OUTSTANDING QUALITY REVIEW:** Mr. Pamperin made a motion and Ms. Finder-Stone seconded to adopt a Resolution of Grateful Appreciation and Recognition of the Aging & Disability Resource Center of Brown County's outstanding Customer Satisfaction Quality Review of 2010. Staff were directed to complete a draft resolution for approval at the March Board meeting. **MOTION CARRIED.**

**REVIEW OF 2010 AGING UNIT SELF ASSESSMENT:** Ms. Archambault acquainted board members with the National Family Caregiver Support Program (NFCSP) Self-Assessment and the 2010 Aging Unit Assessment which are requirements of GWAAR under the Older American's Act.

The intent of the Older American's Act Title III E NFCSP is to provide information, support and assistance to family caregivers. Ms. Archambault reviewed the 5 minimum service requirements of the NFCSP:

1. Information to caregivers about available services.
2. Assistance to caregivers in gaining access to the services.
3. Individual counseling, organization of support groups, and training to caregivers.
4. Respite care.
5. Supplemental services, on a limited basis, to supplement care provided by caregivers.

She communicated that the ADRC has met these requirements through presentations, the agency newsletter, advertising, support groups, the ADRC Web Page, caregiver in-services, partnering with outside agencies, caregiver support groups and classes, resource materials, options counseling, nutrition counseling, day care, an In-Home Worker program, transportation and our loan closet.

Goals that were completed under the Aging Unit Self-Assessment in 2010 included:

- Establishing an educational/informational effort that will encourage and support the advocacy efforts of seniors by January 31, 2010.
- Providing a better understanding of the workings of county and state government, the ADRC will conduct a workshop for 20 older persons by March 31, 2010.
- Developing an Emergency Preparedness Plan.
- Providing information on Family Caregiver Support Activities to caregivers.
- Managing Prevention Programs.

Transportation Coordination and Family Caregiver Support Activities Coordination were goals that were only partially accomplished in 2010. Transportation activities will continue in 2011 along with a review of the driver program. Ms. Archambault noted that we will also be working with the Dementia Care Network in 2011 to establish a time following their meeting to interact with Caregiver Coalition Members.

Ms. Finner-Stone moved and Ms. Aanonsen seconded to approve both of the above self-assessments.  
**MOTION CARRIED.**

**FAMILY CARE UPDATE:** Ms. Archambault noted that there is not much new to report as we are waiting to see what will happen with the Governor's budget.

**DIRECTOR'S REPORT:** Ms. Archambault reported on the following:

- The Administrative Staff met with County Executive Tom Hinz to prepare for the upcoming \$5,000,000 deficit going into the start of their budget work.
- Ms. Archambault shared Secretary Dennis Smith's response to the letter she wrote on behalf of the board expressing concerns and supporting the expansion of Family Care into Brown County in 2012.
- Ms. Archambault noted that she has not received a response to the board's correspondence regarding the Older Americans Act or the Photo ID Bill.

**GWARR UPDATE:** No Report.

**ANNOUNCEMENTS:** Ms. Archambault recommended sending a letter to Ms. Cochran, whose term ended the end of November, 2010, thanking her for her contribution and time spent on the ADRC Board.

Ms. Finner-Stone moved and Ms. Brasch seconded to send a letter to Ms. Cochran expressing the ADRC's gratitude for her service on the Board. **MOTION CARRIED.**

**LEGISLATIVE UPDATE:** Ms. Archambault distributed two budget alert e-mails she had received concerning the Budget Repair Bill. On the federal level the e-mail from the National Council on Aging raises concerns of the drastic slashing of initiatives that help older Americans sustain their economic independence and health with cuts in job training and placement for low income seniors, senior

housing programs, Community Health Centers, low-income home energy assistance, Community Services Block Grants, the Social Security Administration, senior volunteers, the Senior Community Service Employment Program and elimination of the Weatherization Program.

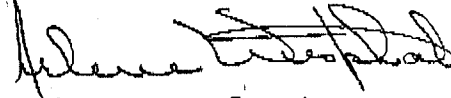
On the state level AARP expresses their concerns about the implications Gov. Walker's proposed budget repair bill could have on programs many Wisconsin seniors rely on such as making big changes to Medicaid programs (SeniorCare Rx, FamilyCare, and BadgerCare) without any public input or approval from the full state legislature. There could be decisions about these program made behind closed doors, with increased costs for program participants, denied services to some and changes in existing benefits all without public input or approval from the full legislature. The AARP encourages contacting your state legislators today.

Ms. Archambault also presented a Legislative Action Alert from the Coalition of Wisconsin Aging Groups on Medicaid, SeniorCare, Family Care and Badger Care which included specifics on how to write to your legislators.

**NEXT MEETING DATE – FEBRUARY 24, 2011:** The next meeting is scheduled for March 24, 2011.

**ADJOURN:** Ms. Miller moved to adjourn and Ms. Aanonsen seconded. **MOTION CARRIED.** The meeting adjourned at 10:35 a.m.

Respectfully submitted,



Arlene Westphal, Secretary